GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2189
ANSWERED ON:14.03.2007
MODERNISATION OF POSTAL SERVICE
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government proposes to modernise the postal services in the country;

(b) if so, the details thereof alongwith the funds earmarked for this purpose in the Eleventh Five Year Plan;

(c) whether due to inefficiency of the Speed Post Services by the Postal Department, private courier agencies are gaining day-by-day; and

(d) If so, the steps taken/proposed to be taken to improve the postal services including Speed Post Service and to compete with the private players?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Yes, Sir. Postal Services are being continuously modernized through technology induction in the operative offices. In the Tenth Plan period, 8163 large Post Offices and 120 Mail Offices have been provided with computers. The Eleventh Plan (2007-12) proposals of the Department are yet to be finalized. However, Rs. 230 crore is earmarked for modernization of postal services in the first year of the Eleventh Plan.

(C) & (d) No, Sir. The Speed Post Service is growing both in traffic and revenue terms. Further, complaints are declining. The traffic, revenue and the complaints figures for the last 3 years are as below:

Year	Traffic (in Lakhs)	Revenue (in Rs. Crores)	Complaints (%)
2003-04	826.00	298.35	0.17
2004-05	960.00	354.16	0.15
2005-06	1020.46	408.42	0.14

A market Survey conducted recently indicates that Speed Post enjoys a market share of 27.55% in the organized Express industry. However, the Department has been taking steps to increase the revenue through induction of new products, market development activities and adoption of customer-oriented strategies. As a part of further improving Speed Post Services, Speed Post rates has been made competitive under 'One India, One rate' scheme with effect from 21st August, 2006. Under this, Speed Post articles up to 50 gms. can be sent all over the country for Rs. 25. Traffic and revenue for Speed Post after implementation of 'One India, One Rate' scheme is given below:

Month	Traffic (Rs. in lakhs)	Revenue in (Rs. in Crores)
August, 2006	94.78	34.42
January, 2007	119.26	40.88